



SEP R9 RELEASE NOTES

JULY 2015

OVERVIEW OF UPDATES AND ENHANCEMENTS

On July 19, 2015, there were feature updates and enhancements made to the Stakeholder Enterprise Portal (SEP). As a supplement to the User Guide, this Release Notes document will serve as a list and guide to these updates and enhancements.

CLAIM STATUS

Release 9 has marked SEP's continuation for Claim Status re-design. There are several significant changes to note in this release. It is also important to note that further changes to Claim Status will take place in Release 10, scheduled for September of 2015.

Open Applications

Claim Status now features Open Applications within the Work in Process landing page. Open Applications, now located below the Intent to File section, gives SEP users the ability to view their open online applications within the Veterans profile.

Disabilities determined by VA to be related to your military service can lead to monthly non-taxable compensation, enrollment in the VA health care system, a 10-point hiring preference for federal employment and other important benefits. Ask your VA representative or Veterans Service Organization representative about Disability Compensation, Pension, Health Care, Caregiver Program, Career Services, Educational Assistance, Home Loan Guaranty, Insurance and/or Dependents and Survivors' Benefits.



U.S. Department
of Veterans Affairs



SEP Dashboard Representation Requests VSO Work Queue

Currently Representing: PAYNE, EDDIE SSN: XXX-XX-2783 Location: BRNQHAM Representation Through: American Legion

Work in Process for: Payne, Eddie

Your notifications of Intent to File, Open Applications, and Open Claims are shown below and can be managed here on eBenefits before they expire.

Intent to File

Received	Type	Expiration	Source	Status
05/19/2015	Compensation	05/19/2016	Online	Duplicate
05/03/2015	Compensation	05/03/2016	Online	Active
04/01/2015	Compensation	04/01/2016	Online	Claim_received

Open Applications

Started	Type	Updated	Expiration	Intent to File Received	Status	Actions
05/19/2015	Compensation Benefits	06/08/2015	06/02/2016	N/A	Open	Continue Delete

Claim Status

Submitted	Type	Status	Updates	Actions
01/02/2015		Pending Decision Annual	Development Letter	Upload Documents

Queue File Uploads to VBMS

An SEP user will now be able to successfully upload documentation to support a claim whether or not the VBMS eDocument service is available at the time. Before, if the VBMS eDocument service was offline, the user would receive an error message which would not allow the user to upload the document. This caused the user to have to re-attempt the upload at a later time. Now, if the service is unavailable, the user can upload the document and the document will remain in the queue until the service is back online. Once the service is back online, the document will automatically upload into VBMS.

VETERAN PROFILE

Integrate Payment History

SEP has integrated Payment history into the Veteran Profile navigation. Prior to R9, Payment History was a standalone application within SEP. In order for the user to navigate to the **Veteran's Payment history**, the user could only navigate from the 'Actions' drop down within the Veteran Search. Now, Payment history has been integrated within Veteran Profile and placed within the left side navigation panel for easy navigation.

SEP Dashboard Representation Requests VSO Work Queue

Currently Representing: PAYNE, EDDIE SSN: XXX-XX-2783 Location: BRINGHAM Represented Through: American Legion

Payment History for: PAYNE, EDDIE

[Print This Page](#)

Payments

From: Nov 2012 To: Jun 2015 [Filter](#)

Date	Amount	Type	Method
06/01/2015	\$1,340.00	Compensation & Pension - Recurring	Direct Deposit
05/01/2015	\$1,340.00	Compensation & Pension - Recurring	Direct Deposit
04/01/2015	\$1,340.00	Compensation & Pension - Recurring	Direct Deposit

[Show All Items](#) You have 33 additional items not currently displayed

About Payments

Disclaimer: Detailed information about some benefits payments may not be available online. For example, payments made in amounts less than \$1 for direct deposit or \$5 for mailed checks will not be displayed in the claimant's online payment history. Gross payments and modifications will display only for recurring and irregular compensation payments. If you (representative) or the claimant have questions about payments made by VA, please call the VA Help Desk at 1-800-827-1000.

Payment Dates: VA pays benefits on the first day of each month for the previous month. But if the first day of the month falls on a weekend or holiday, payment is made on the last business day of the previous month. Example: If May 1 is a Saturday, then benefits would be paid on Friday, April 30.

View Dependent Information

SEP now captures the dependents of the Veteran or service member so that it can be reused when needed. The authorized SEP user can now view any dependents the Veteran may have on award.

Currently Representing: PAYNE, EDDIE SSN: XXX-XX-2783 Location: BRINGHAM Represented Through: American Legion

Dependent Summary for: PAYNE, EDDIE

Dependent Status
The information on this page represents dependency information available in our records.

Add or Remove Dependents
Apply to have a new spouse or child added to, or removed from, your compensation award.
[Apply Now.](#)

Dependents on an Award

The following dependents are listed on your current award:

Name	Date of Birth	Age	SSN	Relationship	Award
JACKI PAYNE	01/12/1986	29	XXX-XX-4415	Spouse	Compensation
ROSS PAYNE	10/17/1993	21	XXX-XX-2217	Child	Compensation
WILLY PAYNE	03/09/2004	11	XXX-XX-8778	Child	Compensation

[Show Dependents not on an Award](#)

- [What award types are shown on this page?](#)
- [I submitted a paper application for a Dependent. Why doesn't it show here?](#)
- [Who do I contact if I see an error or have questions regarding my claim?](#)
- [What if my dependent is a parent?](#)
- [At what disability level do I receive additional compensation for my dependents?](#)



Note that if a Veteran or SEP User has submitted a claim for dependency benefits, but has not been awarded, the SEP user will see the below message:

 **You submitted one or more claims for dependency benefits pending review.**
We will update your dependent information as soon as we complete processing your claim.

If the Veteran does not have dependants on the award, the SEP user will see the below message:

Dependents on an Award
You have no dependents listed on an award at this time.

[Show Dependents not on an Award](#)

If the Veteran has dependants, but the dependants are not on the award, the SEP user can click the “**Show Dependents not on an Award**” link, which will expand to show non-awarded dependants if applicable:

[Hide Dependents not on an Award](#)
You are not currently receiving additional benefits for the dependents shown below:

↕ Name	↕ Date of Birth	↕ Age	↕ SSN	↕ Relationship
JANE PAYNE	09/01/1976	39	XXX-XX-3111	Spouse
RICHARD PAYNE	06/17/1987	27	XXX-XX-9889	Child
VAUGHN PAYNE	02/14/1994	21	XXX-XX-5696	Child

View Additional Benefits

SEP now captures the Additional Benefits of the Veteran or service member so that it can be reused when needed. The Additional Benefits include Eligibility Determinations and Supplementary Benefits

Details for each can be expanded and closed by clicking the  symbol. **Note: If there are no Additional benefits that have been applied, the “Benefits” table will be blank.**

Additional Benefits for: Ruiz, Jeanette

Some of the benefits you are currently receiving, or are entitled to, appear below. Do not consider this list as proof of benefits because recent updates may not be included. You may be approved for additional benefits that do not yet appear below.

For questions about your benefits, please contact the Department of Veterans Affairs:

- **By Phone:*** 1-800-827-1000 (711 if you use a TDD)
- **Online:** Use our [Inquiry Routing & Information System \(IRIS\)](#)

*Monday - Friday, 8:00 am - 9:00 pm ET

Benefits
+ Eligibility Determinations
+ Supplementary Benefits

Eligibility Determinations

SEP now shows a summary of Eligibility Determination that the Veteran has applied for. If the Veteran is eligible for benefits, the table will be populated with eligible benefits.

Benefits

[- Eligibility Determinations](#)

Below is a summary of your eligibility determinations. If you do not see an eligibility determination you applied for listed below, it may still be under review and a decision has not yet been made.

[- Mental Health Treatment](#)

Eligible for mental health treatment for any service-related mental disorder. [Learn More](#)

[- Memorandum Rating for VR&E](#)

Eligible for the Memorandum Rating for Vocational Rehabilitation and Employment purposes. [Learn More](#) To apply for vocational rehabilitation, complete [VA Form 28-1900](#) that will allow you to apply for the full spectrum of benefits offered by VR&E.

When a Veteran has applied for a Eligibility Determination , but has not been awarded that benefit, SEP will display the below message.

Benefits

Eligibility Determinations

We have reviewed your application for eligibility determinations. Based upon our review, we have determined that you may not be eligible for certain benefits.

If you do not see an eligibility determination you applied for listed below, it may still be under review and a decision has not yet been made. Please also check [Other Decisions](#) before calling.

If the Veteran has applied for Eligibility Determinations, but a decision has not been made, the SEP User will see the following message.

Benefits

Eligibility Determinations

Below is a summary of your eligibility determinations. If you do not see an eligibility determination you applied for listed below, it may still be under review and a decision has not yet been made. Please also check [Other Decisions](#) before calling.

Supplemental Benefits

SEP now shows a summary of Supplementary Benefits that the Veteran has applied for. If the Veteran is entitled to Supplementary Benefits, the table will be populated with those benefits.



Benefits

[Supplementary Benefits](#)

Below is a summary of the supplementary benefits you were approved for. If you do not see a benefit you applied for listed below, it may still be under review and a decision has not yet been made. Please also check [Other Decisions](#) before calling.

[Extension of Vocational Rehabilitation Benefits](#)

Entitled to Extension of Ch31 Delimiting Date - Extension of Vocational Rehabilitation and Employment Benefits - Entitled to an extension of basic 12-year period of eligibility, which is your delimiting date for receiving vocational rehabilitation and employment benefits. This is based upon your last qualifying period of active duty or the date you were notified by VA of a service connected disability rating. [Learn More](#)

[Special Home Adaptation](#)

Entitled to Special Home Adaptation. [Learn More](#)

When a Veteran has applied for a Supplementary Benefit, but has not been awarded that benefit, SEP will display the below message.

Benefits

[Supplementary Benefits](#)

We have reviewed your application for supplementary benefits. Based upon our review, we have determined that you may not be eligible for certain benefits.

If you do not see a supplementary benefit you applied for listed below, it may still be under review and a decision has not yet been made. Please also check [Other Decisions](#) before calling.

If the Veteran has applied for Supplementary Benefits, but a decision has not been made, SEP will display the the following message.

If you do not see a supplementary benefit you applied for listed below, it may still be under review and a decision has not yet been made. Please also [check Other Decisions before calling](#).

In order to see the benefit decisions, **the SEP User will click on “Other Decisions” link**, which will navigate the SEP User to the list of Benefits that were denied.

Other Decisions for: Curtis, Travis

Unfortunately, we were not able to grant you the benefits listed below.

For questions about your benefits, please contact the Department of Veterans Affairs:

- **By Phone:*** 1-800-827-1000 (711 if you use a TDD)
- **Online:** Use our [Inquiry Routing & Information System \(IRIS\)](#)

*Monday - Friday, 8:00 am - 9:00 pm ET

Supplementary Benefits

Auto or Adaptive Equipment

Not entitled to Automobile Grant of up to \$20,114.34 or Adaptive Equipment for your Automobile. [Learn More](#)

Education Assistance Program

Not entitled to Basic Eligibility under the Survivors' and Dependents' Education Assistance Program. [Learn More](#)

FILE SIZE UPLOAD

Prior to R9, an SEP User was only able to upload a file up to 5MB. We have now increased the File Upload size in Claim Status document upload to 10MB. **Important: This size increase only pertains to uploads in Claim Status, not in the application.** Dependency applications remain at 5 MB due to Virtual VA Restrictions. In R10, scheduled for September 2015, it is anticipated that Claim Status, Dependency Claim, and Compensation Claims file upload size will increase to 25 MB.

Currently Representing: PAYNE, EDDIE SSN: XXX-XX-2783 Location: BRINGHAM Represented Through: American Legion

Upload Documents for Request 1

Instructions for Uploading Documents

Step 1: Select the files to upload for this request.
Note - There are restrictions on the size and type of file that can be uploaded:

- The maximum file size is **10 MB**.

Acceptable file formats: PDF (unlocked), GIF, TIFF, TIF, JPEG, JPG, BMP, and TXT.

Step 2: Select a Document Type for each document you are uploading.
Note - You can submit these documents for additional document requests in the table below. If needed, you can add additional documents to each request.

Files

File	* Type	Actions
Browse for files		

If needed, you can select and attach requested items below to the documents you uploaded above.

Request 1 - Send any treatment records pertinent to your claimed...

LANGUAGE CHANGES

In R9, there have been various changes to the language used in navigation throughout SEP which may cause the user some confusion in navigation. In the below table, please note the language changes to SEP. The first column notes the language used prior to R9, and the second column references the updated language. The underlined word will reference the difference between terms used. Finally, the third column notes the location of the verbiage.

Prior to R9	After R9	Location
<u>Access</u> Online Forms	Online Forms	Link located in 'Actions' dropdown in Veteran Search Results
<u>View</u> Claim Status	Claim Status	Link located in 'Actions' dropdown in Veteran Search Results
<u>View</u> Payment History	Payment History	Link located in 'Actions' dropdown in Veteran Search Results
Benefits Summary	<u>Additional</u> Benefits Summary	Link located in 'Actions' dropdown in Veteran Search Results
<u>Claims</u> in Process	<u>Work</u> in Process	Located in the title to Claim Status landing page and link located in left-side navigation panel

DEFECT FOUND AFTER R9

While the Disability Summary page is not new to R9, during R9 validation, a message discrepancy was found within Veteran's Disability Summary within SEP. When the SEP user **looks into a Veteran's** Disability Summary, the summary will include Rated Disabilities and Pending Disabilities. If the Veteran has pending disabilities, SEP properly populates the table with said disabilities, as appears below.

Pending Disabilities

Disability	Submitted	Type	Actions
Post Phlebotic Syndrome (formerly Evaluated As Thrombophlebitis) Left Lower Extremity	03/24/2014	INC	View Pending Claim
Post Phlebotic Syndrome (formerly Evaluated As Thrombophlebitis) Right Lower Extremity		INC	View Pending Claim
Poor Circulation Of Both Arms		REP	View Pending Claim
Weight Issue		REP	View Pending Claim
Cardiovascular Signs Or Symptoms		NEW	View Pending Claim
Respiratory Complaints		NEW	View Pending Claim
Leg Condition Bilateral		REP	View Pending Claim
Entitlement To Individual Unemployability		NEW	View Pending Claim

When a Veteran does not have a pending disability, the table populates an error message, as appears below. This message can lead the SEP User to believe that that Veteran has information that cannot be retrieved in error, and refers them to try again later. This error has been reported and is being triaged for resolution.

Pending Disabilities

We cannot retrieve your information at this time. Please try again later. We apologize for the inconvenience.